

State of Wisconsin

DOA – DIVISION OF PERSONNEL MANAGEMENT

- CLASSIFICATION AND COMPENSATION BULLETIN -

Date: May 21, 2021

Locator No: DPM-0548-CC/SC

Subject: Implementation of the DMV Customer Service
Personnel Management Survey

Pursuant to s. 230.09, Wis. Stats., the Administrator of the Division of Personnel Management (DPM) has approved the classification plan changes identified in this bulletin. Regardless of the actual notification date, the **effective date is May 23, 2021**, unless otherwise indicated.

- 1) *Abolish* the **DMV Customer Service Representative** classification series and the **Transportation Customer Representative** classification series **and create** the **DMV Customer Service Representative** classification series as part of the implementation of the DMV Customer Service personnel management survey to consolidate work previously performed by both classifications. Reallocations necessary for this classification action will be processed by DPM Central Office but affected regional human resource offices will provide all required notifications. Questions may be directed to Peter Flood at (608) 266-8149.

Internet Availability: The target date for the availability of classification specifications from this bulletin on the DPM website is May 28, 2021. This is the only notification BCC will be providing, so please share this information with appropriate agency staff. Any questions should be directed to Taylore Ransom at (608) 266-8232.

Alphabetical Listing of Classifications: The Alphabetical Listing of Classifications (Alpha List) is also available on the DPM website. The Alpha List is updated monthly after classification plan changes are implemented. The date of the last update is listed at the top of the document. Any questions should be directed to Taylore Ransom at (608) 266-8232

DocuSigned by:



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Scott C. Thompson, Director
Bureau of Classification & Compensation

Classification	Class Code	Pay Range	Unit Code	EEO Cat.	FLSA	FLSA LTE Code	Job Group
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ABOLISH

1) DMV Customer Service Representative	75401	02-11	02	6	N	N	195
DMV Customer Service Representative - Senior	75402	02-13	02	6	N	N	195
DMV Customer Service Representative - Advanced	75403	02-14	02	6	N	N	195
DMV Customer Service Representative - Lead	75404	02-15	02	6	N	N	195
Transportation Customer Representative	19301	02-10	02	6	N	N	195
Transportation Customer Representative - Senior	19302	02-11	02	6	N	N	195
Transportation Customer Representative - Advanced	19303	02-13	02	6	N	N	195
Transportation Customer Representative - Lead	19361	02-15	02	6	N	N	195

CREATE

1) DMV Customer Service Representative Entry	19171	02-10	02	6	N	N	195
DMV Customer Service Representative	19172	02-11	02	6	N	N	195
DMV Customer Service Representative Advanced	19173	02-13	02	6	N	N	195
DMV Customer Service Representative - Specialist	19174	02-14	02	6	N	N	195
DMV Customer Service Representative - Lead	19175	02-15	02	6	N	N	195